

Statewide Fingerprint Imaging System (SFIS)

VOLUME 1, ISSUE 4

JUNE 1, 2000

SFIS Experiences First Power Outage

On May 17, 2000 at 1:34 p.m., there was a power outage at the South Annex of the Health and Human Services Agency Data Center thus resulting in three hours of downtime for the Statewide Fingerprint Imaging System (SFIS) Central Site.

County offices were able to continue processing clients in stored transaction mode while the central site was brought back on

line. (See photos below of the Central Site in Sacramento.)

Technical and management resources in Sacramento and Los Angeles were prepared with procedures and resources to bring the SFIS system back on line.

By 4:30 p.m., the database was brought on-line again, and the system was operational. SFIS was taking live transactions from County and State offices.

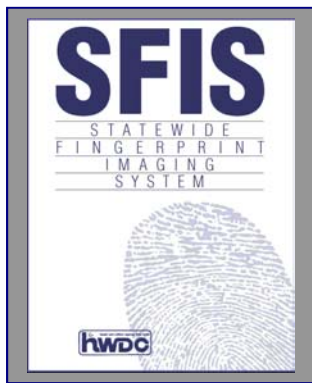


Inside this issue:

SFIS Experiences First Power Outage	1
Help Desk Q. and A.	1
Remedy for Scanner Diagnostic Failure	2

Help Desk Q. and A.

- Q. Why do I receive the message "Scanner Diagnostic Failed"?*
- A. It could be a user error. Please see article on p. 2 for scanner procedure.
- Q. Why do I keep getting the message "Duplicate Operator ID" on my screen?*
- A. This message came up frequently during the power outage (see above article). Call Help Desk to get the current ID cleared. You are currently logged in.
- Q. Why does my workstation constantly log off?*
- A. For security purposes, SFIS will automatically log you off if no activity has occurred for 15 minutes. It is important to transmit your images as soon as they are collected.



California HHSDC
SFIS Project –
8745 Folsom Blvd,
Suite 140
Sacramento, CA
95826

Remedy for Scanner Diagnostic Failure

The message “Scanner Diagnostic Failed” has come up on many counties’ workstation screens. Here are a few suggestions that may help to alleviate this problem:

- Increase the amount of time the system waits for fingerprint. The most common complaint is that there is not enough time to position the finger on the scanner.

Follow these steps to increase the delay:

1. Logon to SFIS
2. Select “Options” on the toolbar
3. Select “Logon Delay”
4. Increase the logon delay, between 0 and 10 seconds
5. Press OK. The next time you log on using fingerprint, there should be more time available.

- When prompted to do so, please be ready to fingerprint. Specifically, position the finger close to, but not on, the scanner.
- Do not place finger on the scanner until prompted to do so. There is an audio beep when the scanner is ready for your finger. If you cannot hear the beep, pay particular attention to the messages on the screen. They will also indicate readiness for fingerprint.

- If fingers are small, try pressing down harder on the scanner. Try to get the largest fingerprint possible on the scanner.
- Make sure the scanner surface is clean. All sites should have the cleaning solution and wipes for the SFIS equipment.

When you logon using fingerprints, the scanner automatically tests the trustworthiness of the scanner. Initially, the scanner will need to have a blank image to test the uniformity of the scanner. If you prematurely place your finger on the scanner before this test is completed, the diagnostic test will fail.

Following the initial test is the range test, which will require a fingerprint. The system will prompt for placement of finger on the scanner and then will capture the fingerprint image. If the finger is not on the scanner during the capture process, the diagnostic test will fail.

After these tests are completed, your fingerprint will be matched against the fingerprints on file. If there is a match, you will be given access to the system.

Any questions regarding the newsletter, contact

Jenna Williams,

jwilli10@sid.hhsdc.ca.gov

